

CASE STUDY

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Namyang



Dongyun Ok, IT security manager at Namyang

Well organized work process and efficient management of documents with e.Form

Introduced product
e.Form

Company information

Company: Namyang Dairy Products Co., Ltd

Establishment: 13 March, 1964

Address: 240, Dosan-daero, Gangnam-gu, Seoul

Business Area: Production and distribution of dairy products

Company Overview: The company is mainly engaged in the production and distribution of dairy products including milk, infant formula, weaning diet, yogurt, cheese, soybean milk, coffee drink, tea drink, as well as healthy drink, among others.

A Korea's leading dairy products company Namyang has approx. 3K affiliates and customers throughout the nation. It is no wonder that the company has to spend significant money and time on visiting every customer to make contracts signed, so it made a decision to introduce e.Form, an electronic contract service.

Unlike the way the company got signed before, Namyang is now able to reduce time and money to make the contract work done leveraging a NFTF (non-face-to-face) contract feature provided by e.Form. e.Form is currently used for customer contracts as well as contracts inside of the company and its use case will be extended to contracts with factories, distribution network.

We interviewed Dongyun Ok, IT security manager at Namyang to share the story of what challenges the company faced and how e.Form benefits people at Namyang.

■ Project Background

I'm Dongyun Ok, manager of IT security team at Namyang Dairy Products. We do have contract work with 3K affiliates and customers monthly, which is very time-consuming and costly as we need to visit every signer throughout the country for contracts. This is why we decided to employ e.Form.

To be honest we had contacted 5 e-Contract solution vendors to look to what fits us best and eventually we chose e.Form of I-ON for the following reasons.

- Cross-browser compatibility
- Web and mobile interoperability
- User-friendly, intuitive website UI
- Easy forms creation
- Packaged functions

■ Project Goal

Our ultimate goal of this project is to provide environment where the employees can focus more on their core jobs by eliminating unnecessary tasks as to contract work. Thankfully we learnt from survey that most employees are satisfied with e.Form. I'm so happy to see our sales representatives and customers making the best use of it.

The other goal is to use e.Form more widely than now and materialize paperless office. We expect to use it to digitize paper-based documents such as factory production management report and distribution status while we currently use e.Form for customer contracts, repetitive contracts within the company, security sensitive contracts and long-distance contracts.

■ Implementation Effects

e.Form has enabled us to work more efficiently and organize documents well. As mentioned, employees who are in charge of customer contracts no longer have to visit all the signers, and consequently they have reduced time and money on transportation and been working more efficiently.

On top of that, since e.Form helps us archive documents in the server online while we had to manage paper-based documents manually, it has become more convenient and easier to retrieve contract data and manage contract documents.

■ Comments to I-ON

We have no doubt I-ON e.Form provides the best performance solution in terms of face-to-face and non-face-to-face contract processes that can be utilized in many different fields. We appreciate your support and we wish you tremendous success of e.Form.